

CLAIMS

What is claimed is:

- 1 1. In a computer, a method of printing a document, comprising:
2 (a) initiating the printing of the document by a first printer;
3 (b) detecting that the first printer has encountered an event; and
4 (c) automatically displaying a selectable link referring to a network
5 resource that enables the computer to print at least a portion of the document using
6 a second printer.
2. The method of claim 1, wherein step (c) is automatically performed in
 response to step (b).
3. The method of claim 2, wherein the event occurs while the first
 printer is printing the document.
4. The method of claim 3, wherein the event is an error condition that
 results in the first printer not printing a portion of the document.
- 1 5. The method of claim 4, wherein the resource enables the computer to
2 print only the portion of the document that was not printed by the first printer.
- 1 6. The method of claim 4, wherein the resource enables the computer to
2 provide a user an option to print the entire document or only the portion of the
3 document that was not printed.
- 1 7. The method of claim 4, wherein the link is a hyperlink and the
2 resource is Web content provided by a remote server.
- 1 8. The method of claim 7, wherein the second printer includes the
2 remote server.

1 9. The method of claim 1, further comprising:

2 (d) receiving user input indicating the identity of the network
3 resource;

4 (e) generating the hyperlink based upon the user input.

1 10. A server, comprising:

2 (a) means for receiving a request from a computer;

3 (b) means for responding to the request by transmitting a first
4 program of computer readable instructions to the computer, the first program for
5 enabling the computer to:

6 (i) initiate the printing of a document by a first printer;

7 (ii) monitor the first printer to detect if the first printer encounters
8 an event while printing the document; and

9 (iii) if the event is detected, display a selectable link referring to a
10 second program of instructions that enables the computer to use an alternate
11 printer to print at least a portion of the document.

12 11. The server of claim 10, wherein the first printer includes the server.

1 12. The server of claim 10, wherein the document is pre-selected by a
2 user of the computer.

1 13. The server of claim 12, wherein the event is an error condition that
2 results in the first printer not printing a portion of the document and the second
3 program of instructions enables the computer to print only the document portion
4 not printed by the first printer.

1 14. The server of claim 12, wherein the event is an error condition that
2 results in the first printer not printing a portion of the document and the second
3 program enables the computer to provide a user with an option to print the entire
4 document using the alternate printer or to print only the portion of the document
5 that was not printed by the first printer.

1 15. The server of claim 10, wherein the second program is Web content
2 served by a remote server.

1 16. The server system of claim 10, wherein the second program enables
2 the computer to print the entire document using the alternate printer.

1 17. The server of claim 10, wherein the event is an error condition that
2 results in the first printer not printing a portion of the document and the first
3 program further enables the computer to:

4 (iv) respond to the event being detected by generating at least one
5 parameter that indicates the boundary between the portion of the document that
6 was printed and the portion that was not; and

7 (v) configure the link so that the when the link is selected the
8 computer operates to transmit the following to a second server: a request for the
9 second program of instructions and the at least one parameter.

1 18. A computer readable medium embodying a program of instructions for
2 causing a computer to perform method steps, the method steps comprising:

3 (a) detecting that a first printer has encountered an event while the
4 first printer is processing a print job describing a document; and

5 (b) in response to detecting the event, displaying a selectable link
6 referring to a network resource that enables the computer to initiate printing at least
7 a portion of the document using a second printer.

1 19. The computer readable medium of claim 18, wherein the event is an
2 error condition that results in the first printer not successfully printing the print job.

1 20. A printing device, comprising:

2 apparatus to respond to a pre-defined request received over a network
3 from a computer by transmitting a first program of computer readable instructions
4 to the computer, the first program for enabling the computer to:

5 (a) initiate the printing of a document by using the printing device;

6 (b) detect if the first printing device encounters an event while
7 printing the document; and
8 (c) if the event is detected, display a selectable link referring to a
9 second program of instructions that enables the computer to use an alternate
10 printer to print at least a portion of the document.

1 21. The printing device of claim 20, further comprising: apparatus for
2 printing the document.

1 22. A printing system, comprising:
2 (a) a client; and
3 (b) a server operable to receive a pre-defined request from the
4 client and to respond thereto by serving a first program of instructions to the client;
5 and wherein the first program of instructions enables the client to:
6 initiate printing of the document by a first printer;
7 detect if the first printer encounters an event while printing the
8 document;
9 automatically display a selectable link referring to a second program of
10 instructions that enables the client to use an alternate printer to print at least a
11 portion of the document.

1 23. The system of claim 22, wherein the printer is the server.

1 24. The system of claim 22, wherein the event is of a type that prevents
2 the first printer from successfully printing the document.

1 25. The system of claim 22, wherein the first program of instructions is
2 Web content and the server is a Web server.